

BLOSSOM TELEPHONE CO., INC.

P.O. Box 8
Blossom, Texas 75416
Office (903) 982-5200
Fax (903) 982-5600

Received & Inspected

JUL 02 2012

FCC Mail Room

June 25, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President-High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients 54.313 (a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Blossom Telephone Company, Study Area Code 442038.

Blossom Telephone Company is a state-designated ETC. For its July 2, 2012 submission the attachment summarizes the relevant information for 54.313 (a)(2) through (a)(6). For 54.313(a)(2) through (a)(3) the information was not required to be collected during 2011 by the state commission, and therefore is exempted pursuant to paragraph 10 of Connect America Fund, WC Docket No. 10-90 et al., Order, 27 FCC Rcd 606. 608 (2011). The only relevant report required by the state commission is attached and pertains to 54.313(a)(4). It is a Quality of Service Report. Blossom Telephone Company is also submitting the required certifications for 54.313 (a)(5) and (a)(6).

Additionally, Blossom Telephone Company has attached the requested rate floor information in Section 54.313(a)(h).

Should you have any questions, please contact me via email at Joyce@blossomtel.net or by phone at 903-982-5200.

Sincerely,



Joyce Dorries
Secretary

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Annual Reporting for High-Cost Recipients
47 C.F.R. 54.313(a)(2) through (a)(6) and (h)
Blossom Telephone Company

Enclosures

cc: Public Utility Commission of Texas
Central Records
1701 N. Congress
P O Box 13326
Austin, Texas 78711-3326

Rate Floor Template

Certification of Officer as to the Accuracy of the Data Reported for the Rate Floor Data

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the actual rate floor data reported ; and, to the best of my knowledge, the information reported on this form is accurate.

Name of Reporting Carrier	Blossom Telephone Co., Inc.		
Signature of authorized officer	<i>C M Dorries</i>	Date	June 15, 2012
Printed name of authorized officer	C. M. Dorries		
Title or position of authorized officer	President		
Telephone number of authorized officer:	903, 982-5200		
Study Area Code of Reporting Carrier	442038	Filing Due Date for this form (mm/dd/yyyy)	7/1/2012
<input checked="" type="checkbox"/> I certify that our company receives or is projected to receive High Cost Loop Support or High Cost Model Support in 2012 and has no monthly residential rates (plus charges as defined) less than \$10.			

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

WC Docket No. 10-90

§ 54.313(a)(2) – Outage reporting

 X My company was not required to collect this information in 2011.

 My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

 X My company was not required to collect this information in 2011.

 My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

 My company was not required to collect this information in 2011.

 X My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Blossom Telephone Co.Inc.	Texas	442038

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,



[Signature of Corporate Officer]

Date:

June 25, 2012

Joyce Dorries

[Printed Name of Corporate Officer]

Secretary

[Title of Corporate Officer]

Carrier's Name Blossom Telephone Company, Inc.

Carrier's Address 145 N. Center, P O Box 8, Blossom, Texas 75416

Carrier's Telephone Number (903) 982-5200

PROJECT NO. 37960

UTILITY: Blossum Telephone Co. QUARTER ENDING: 3/31/11

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

Objective JAN FEB MARCH

SERVICE ORDERS

% Regular orders completed in 5 working days	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Primary orders completed in 5 working days	95%	<u>100</u>	<u>100</u>	<u>100</u>
% Installation commitments met	90%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 30 days	99%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 90 days	100%	<u>100</u>	<u>100</u>	<u>100</u>

ANSWER TIME

Toll & Assistance ("0") answer time	3.3	<u>3</u>	<u>3</u>	<u>3</u>
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	<u>4.5</u>	<u>5</u>	<u>5</u>
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	<u>5</u>	<u>5</u>	<u>5</u>
Average answer time in seconds (or 90% within twenty seconds)				

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	<u>1.24</u>	<u>3.01</u>	<u>3.31</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Repeated Trouble Reports	22%	<u>0</u>	<u>2</u>	<u>3</u>

Contact Name: Pepe Dorries


Contact Telephone Number: 903-982-5200

STATEMENT OF ATTESTATION

STATE OF TEXAS

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§COUNTY OF Lamar

I, Joyce Dorries, the attestator, sign my name to this instrument this 12th day of April 2011, 2006, and being a duly authorized officer of Blossom Telephone Co. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

Secretary

Title

April 12, 2011

Date

PROJECT NO. 37960

UTILITY: Blossom Telephone Co. QUARTER ENDING: 6/30/2011

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

Objective APR MAY JUNE

SERVICE ORDERS

% Regular orders completed in 5 working days	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Primary orders completed in 5 working days	95%	<u>100</u>	<u>100</u>	<u>100</u>
% Installation commitments met	90%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 30 days	99%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 90 days	100%	<u>100</u>	<u>100</u>	<u>100</u>

ANSWER TIME

Toll & Assistance ("O") answer time	3.3	<u>3</u>	<u>3</u>	<u>3</u>
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	<u>5</u>	<u>5</u>	<u>4.5</u>
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	<u>5</u>	<u>5</u>	<u>5</u>
Average answer time in seconds (or 90% within twenty seconds)				

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	<u>3.12</u>	<u>3.47</u>	<u>2.73</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Repeated Trouble Reports	22%	<u>3</u>	<u>5</u>	<u>3</u>

Contact Name: James D. Darrin
Contact Telephone Number: 903-982-5200

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Lamar§
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I, Jorge Arris, the attestator, sign my name to this instrument this 11th day of June, 2011, and being a duly authorized officer of Blissum Telephone, do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

Signature

Title

Date

PROJECT NO. 39960

UTILITY Blossom Telephone Co. Inc. QUARTER ENDING: 9/30/11

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

<u>Objective</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>
% Regular orders completed in 5 working days	90%	<u>100</u>	<u>100</u>
% Primary orders completed in 5 working days	95%	<u>100</u>	<u>100</u>
% Installation commitments met	90%	<u>100</u>	<u>100</u>
% All Orders Completed in 30 days	99%	<u>100</u>	<u>100</u>
% All Orders Completed in 90 days	100%	<u>100</u>	<u>100</u>

ANSWER TIME

Toll & Assistance ("0") answer time
Average answer time in seconds (or 85% within ten seconds)
Directory assistance answer time
Average answer time in seconds (or 85% within ten seconds)
Repair service answer time
Average answer time in seconds (or 90% within twenty seconds)

3.3	<u>2</u>	<u>3</u>	<u>3</u>
5.9	<u>4.5</u>	<u>5</u>	<u>4.5</u>
5.9	<u>4</u>	<u>4</u>	<u>4</u>

TROUBLE REPORTS

Customer trouble reports per 100 access lines
% of out-of-service reports cleared in 8 working hours
% Repeated Trouble Reports

6.0	<u>3.06</u>	<u>2.03</u>	<u>1.94</u>
90%	<u>100</u>	<u>100</u>	<u>100</u>
22%	<u>2</u>	<u>3</u>	<u>1</u>

Contact Name: James Morris

Contact Telephone Number: 903-982-5200

STATEMENT OF ATTESTATION

STATE OF TEXAS

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COUNTY OF Lamar

I, Jayce Darries, the attestator, sign my name to this instrument this 11th day of October 2011, 2006, and being a duly authorized officer of Blossum Telephone Co. Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

Jayce Darries
Signature
Secretary
Title
October 11, 2011
Date

PROJECT NO. 37960

UTILITY: Blossom Telephone Co. QUARTER ENDING: 9/30/2011

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

	Objective	OCT	NOV	DEC
% Regular orders completed in 5 working days	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Primary orders completed in 5 working days	95%	<u>100</u>	<u>100</u>	<u>100</u>
% Installation commitments met	90%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 30 days	99%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 90 days	100%	<u>100</u>	<u>100</u>	<u>100</u>

ANSWER TIME

Toll & Assistance ("0") answer time	3.3	<u>2.5</u>	<u>3</u>	<u>2.5</u>
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	<u>4</u>	<u>4</u>	<u>4</u>
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	<u>3</u>	<u>3</u>	<u>4</u>
Average answer time in seconds (or 90% within twenty seconds)				

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	<u>2.82</u>	<u>3.18</u>	<u>2.99</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Repeated Trouble Reports	22%	<u>2</u>	<u>1</u>	<u>2</u>

Contact Name: Jaeger Morris

Contact Telephone Number: 903-982-5200

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Lamar§
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I, Joyce Dorries, the attestator, sign my name to this instrument this 5th day of January 2012, ~~2006~~, and being a duly authorized officer of Blossom Telephone Co. do

hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

Joyce Dorries
Signature

Secretary

Title

January 5, 2012

Date